



# Response to Hurricanes Katrina and Rita

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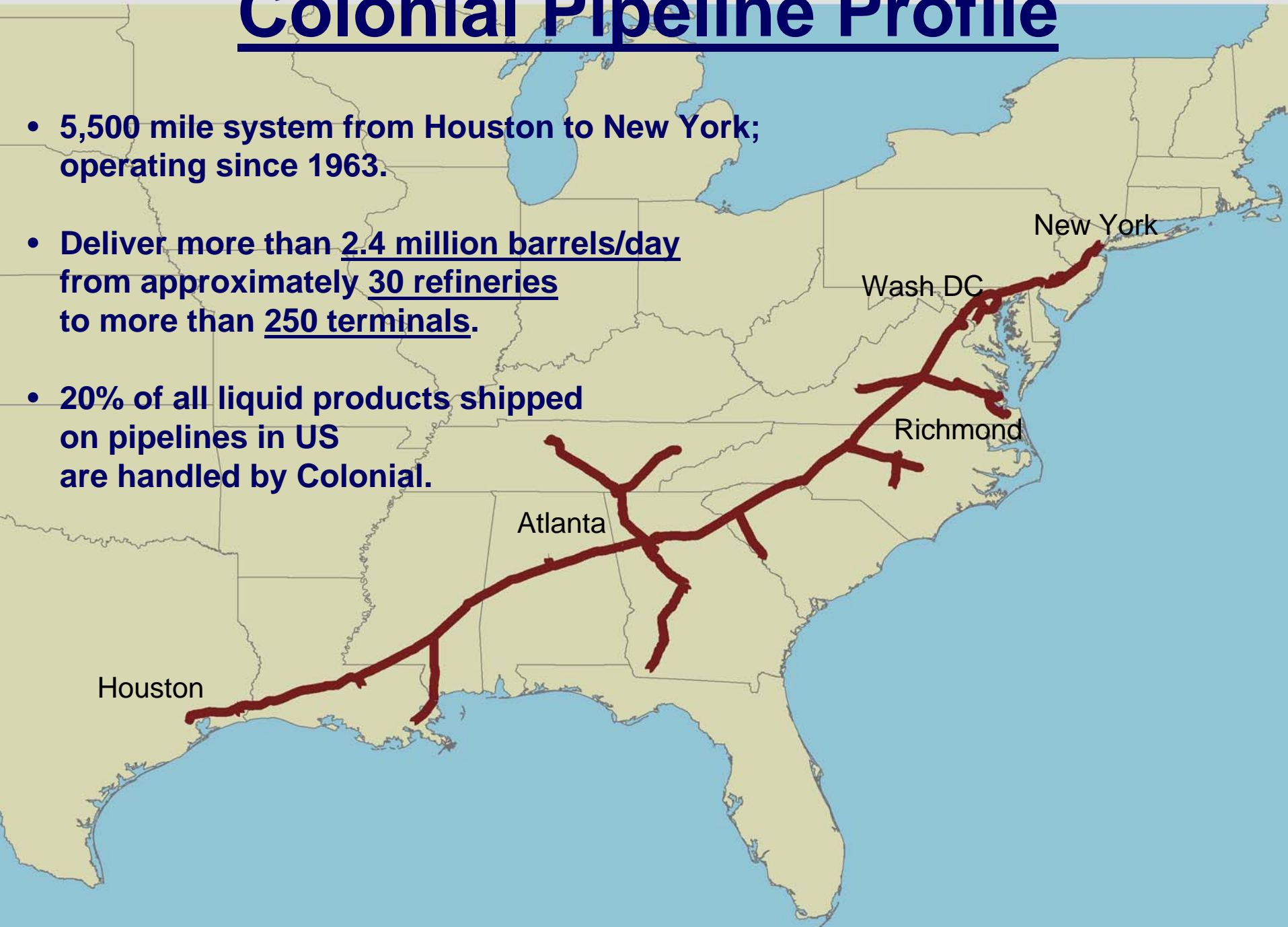
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Associate Operations Manager  
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*April 6, 2006*

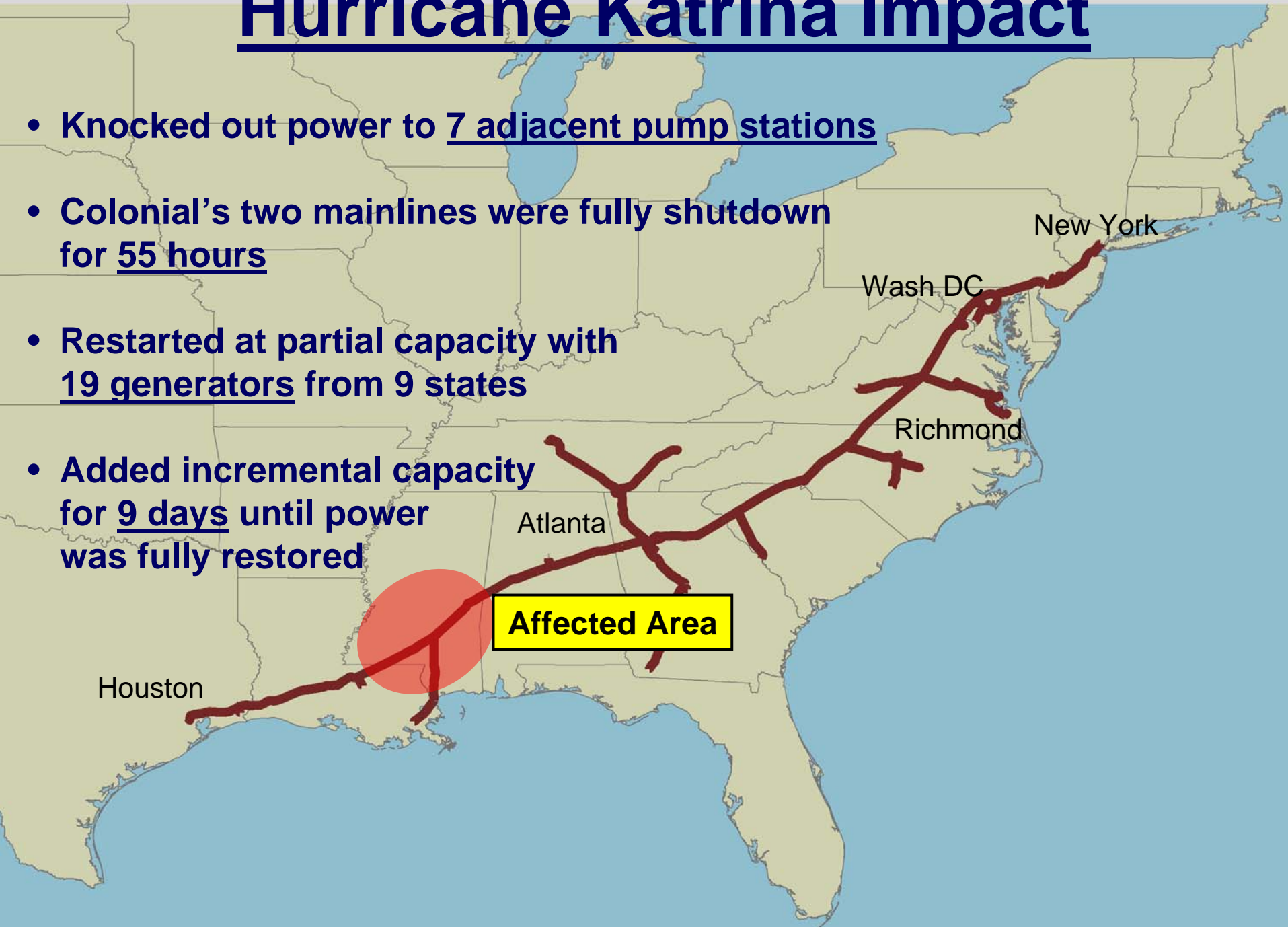
# Colonial Pipeline Profile

- 5,500 mile system from Houston to New York; operating since 1963.
- Deliver more than 2.4 million barrels/day from approximately 30 refineries to more than 250 terminals.
- 20% of all liquid products shipped on pipelines in US are handled by Colonial.



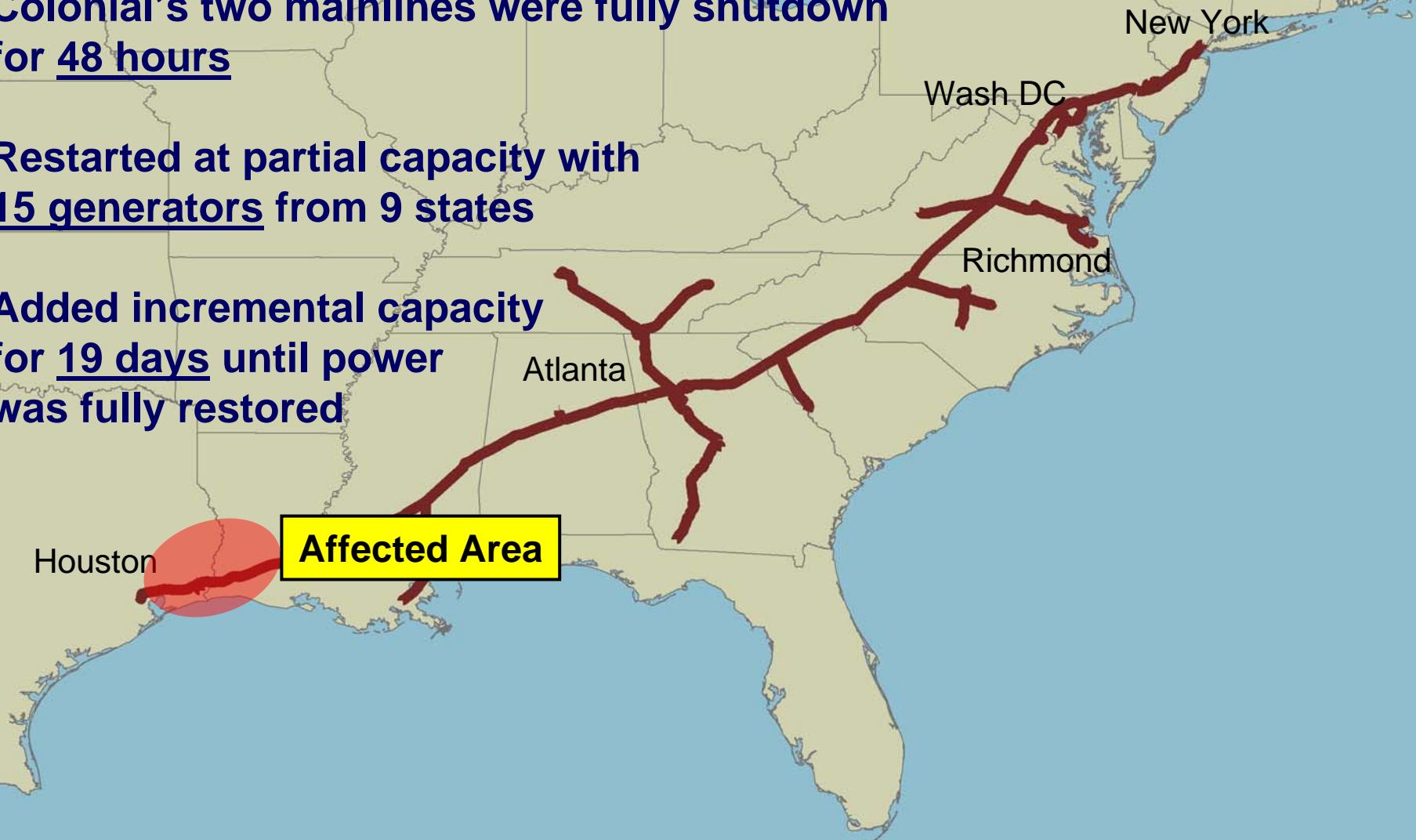
# Hurricane Katrina Impact

- Knocked out power to 7 adjacent pump stations
- Colonial's two mainlines were fully shutdown for 55 hours
- Restarted at partial capacity with 19 generators from 9 states
- Added incremental capacity for 9 days until power was fully restored



# Hurricane Rita Impact

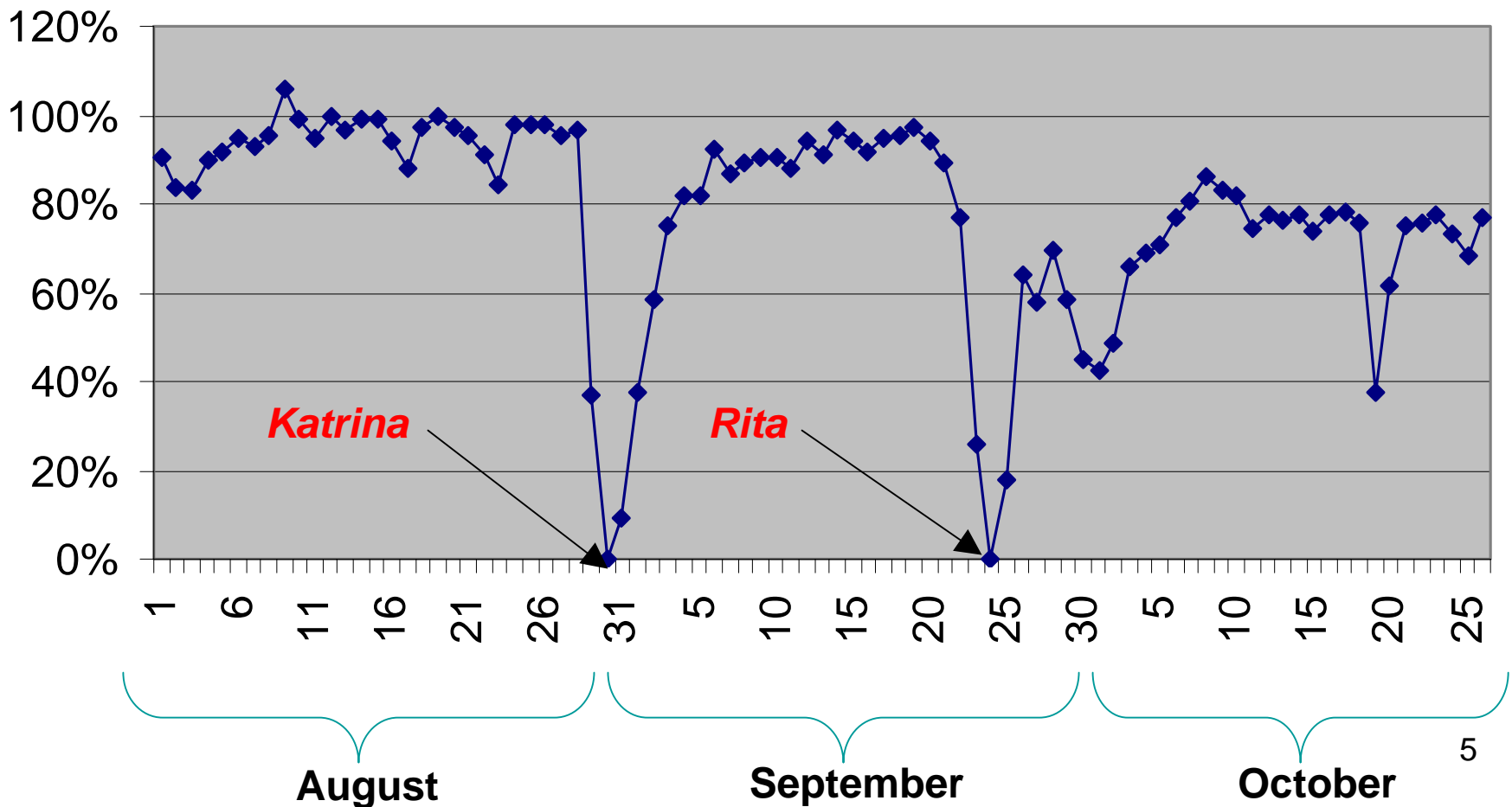
- Knocked out power to 5 adjacent pump stations
- Colonial's two mainlines were fully shutdown for 48 hours
- Restarted at partial capacity with 15 generators from 9 states
- Added incremental capacity for 19 days until power was fully restored





# Colonial System Capacity Impact

## % Mainline Capacity Utilized

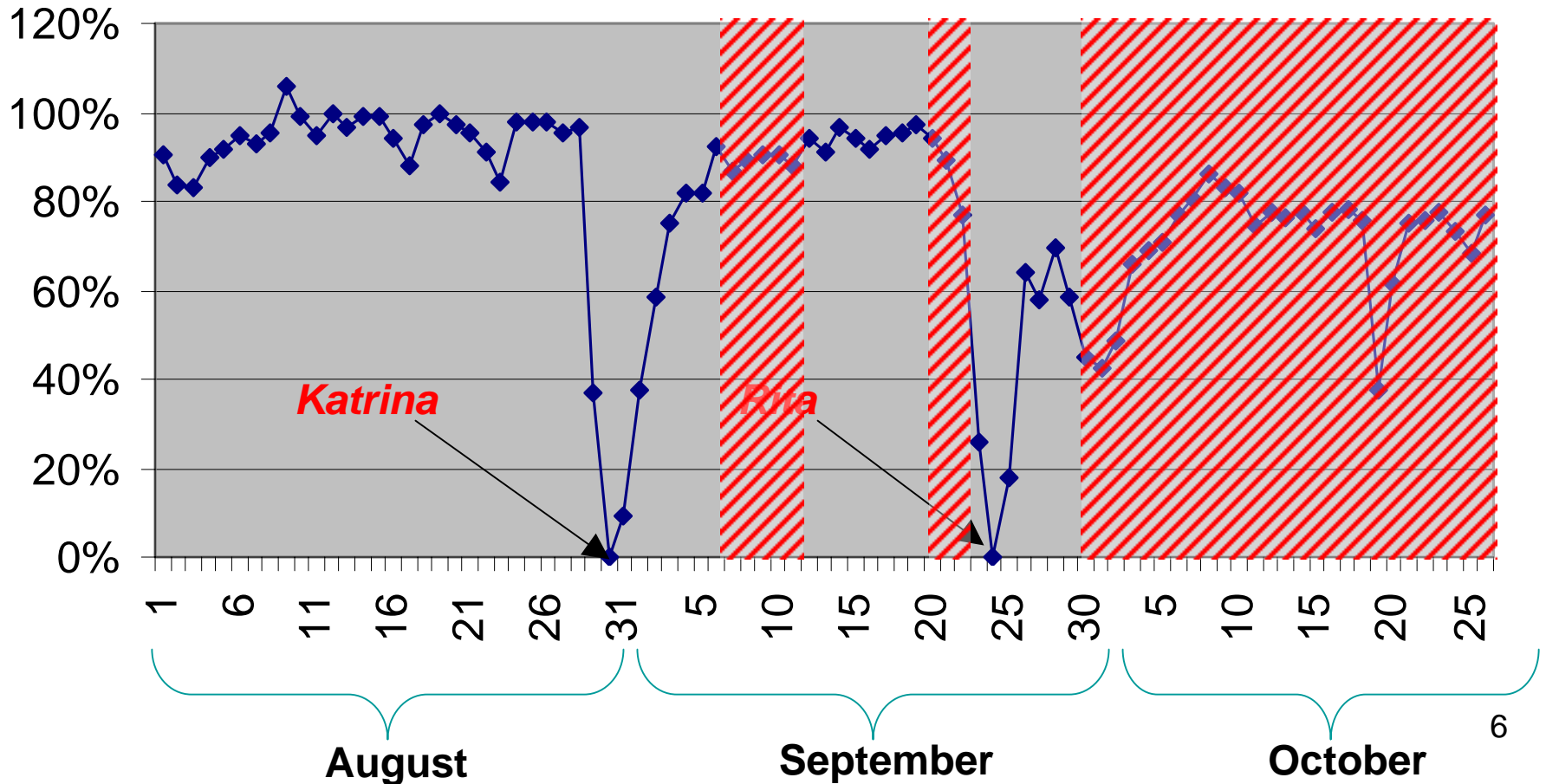




# Colonial System Capacity Impact

**Supply  
Constrained**

## % Mainline Capacity Utilized







# Hurricane Preparedness Plan Set in Motion **Prior** to Landfall

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## Hurricane Preparedness Plan

- Began reviewing hurricane emergency plans with personnel 5 days before landfall
- Secured tanks and facilities

## People

- Gathered contact information for all area employees
- Evacuated employees in LA, MS and TX prior to landfall
- Maintained contact with employees to confirm their safety and provide direction as they reported to work locations



# Incident Management: Baton Rouge, LA and Alpharetta, GA



**Incident Command  
Onsite**

## Crisis Management Team Headquarters







# Wind Damage, Flooding at Colonial Facilities





# Challenging Working Conditions







# Teamwork & Coordination







# Installing Distributed Generation







# Successful Generator Installation







# Lessons Learned (1 of 3)

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## Humanitarian Assistance

- Take care of your employees and they will take care of you

## Commercial Power Reliability

- Excellent response by most primary power suppliers
- However some utilities have different capability and different priority for restoration of service
- Colonial is evaluating redundant power supply options



# Lessons Learned (2 of 3)

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## **Federal Relations**

- Communication with federal agencies was critical

## **Communications**

- Voice communication was critical to manage the response effort
- Satellite phones provided good coverage initially; however, the network quickly became oversubscribed



# Lessons Learned (3 of 3)

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## **Physical Security and Access**

- Colonial hired private security
- DOT assisted Colonial with providing escorts for generators

## **Media Coverage**

- Extensive media coverage created a high profile for the industry
- Required accurate, frequent, and proactive communication with regulators, customers, and the public



# The Road Ahead

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- ***For Colonial*** — Build our capability to restore operations after a storm.
- ***For our industry*** — Work within the interdependent nature of industry, government, and the marketplace.
- ***For our future*** — Commit to work together and focus on the common goal of providing energy reliability to achieve business continuity.